Survey Summary by Originating Organization / Agency

For Surveys created from 1/12/2004 to 1/21/2004 and responded to through 1/28/2004

This report groups and analyzes the results of the DIT Remedy Help Desk survey by the organization or agency that the call originated from. The Information Officers and the agencies they are responsible for are shown below. For each question in each organization the total number of responses for each rating is totaled under the corresponding heading (Very Good, Good, Average, Poor, Very Poor) and an average for all responses for that question is given under the column Average Rating. A total count of the number of answers with comments for each question is shown under the Total Comments column. Summary information and averages for all surveys can be found on the last page of the report.

Information Officer Agencies Supported

Susan Doby FIA, DCH

James Hogan CIS, Education, Career Development
Gary Blair MSP, Corrections, DMVA, Attorney General

Lynn Draschil HAL, DNR, DEQ, Agriculture David Borzenski Treasury, Secretary of State

C. Douglass Couto MDOT, DMB, Civil Service, Civil Rights, DIT

	Very Good (5)	Good (4)	Average (3)	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Organization / Agency	Yes	No	N/A				
Attorney General 2 Survey	(s) Found						
Was the service provided in a timely manner?	1	1	0	0	0	4.50	0
Was the technician knowledgeable?	2	0	0	0	0	5.00	0
Was the problem solved to your satisfaction?	1	1	0	0	0	4.50	0
Was the technician friendly?	2	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	1	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	1				0
Was your problem resolved with your initial contact to DIT Support?	2	0	0				0
Dept Information Technology 40 Survey	(s) Found						
Was the service provided in a timely manner?	36	0	2	1	0	4.82	3
Was the technician knowledgeable?	33	4	0	0	0	4.89	4
Was the problem solved to your satisfaction?	34	2	0	1	0	4.86	3
Was the technician friendly?	35	1	0	0	0	4.97	3
Was the solution of your problem clearly communicated to you?	32	2	1	1	1	4.70	2
If Field Services visited your workstation did they leave a note explaining what was done?	11	0	28				2
Was your problem resolved with your initial contact to DIT Support?	20	7	12				1
Support:							
Dept of Agriculture 9 Survey	(s) Found						
Was the service provided in a timely manner?	1	6	0	2	0	3.67	2
Was the technician knowledgeable?	2	5	0	0	0	4.29	2
Was the problem solved to your satisfaction?	3	4	1	1	0	4.00	1
Was the technician friendly?	3	2	1	0	1	3.86	4
Was the solution of your problem clearly communicated to you?	1	5	0	0	2	3.38	3
If Field Services visited your workstation did they leave a note explaining what was done?	1	1	5				1
Was your problem resolved with your initial contact to DIT Support?	4	3	1				1

	Very Good (5)	Good (4)	Average (3)	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Organization / Agency	Yes	No	N/A				
Dept of Career Development 9 Survey(s) Found						
Was the service provided in a timely manner?	6	1	2	0	0	4.44	1
Was the technician knowledgeable?	5	0	1	1	0	4.29	4
Was the problem solved to your satisfaction?	6	1	1	1	0	4.33	1
Was the technician friendly?	6	2	1	0	0	4.56	1
Was the solution of your problem clearly communicated to you?	5	2	1	0	0	4.50	1
If Field Services visited your workstation did they leave a note explaining what was done?	0	1	8				1
Was your problem resolved with your initial contact to DIT Support?	6	1	2				0
Dept of Community Health 29 Survey(s) Found						
Was the service provided in a timely manner?	19	6	2	1	1	4.41	4
Was the technician knowledgeable?	21	6	0	0	0	4.78	4
Was the problem solved to your satisfaction?	26	2	0	0	1	4.79	2
Was the technician friendly?	26	1	0	0	0	4.96	3
Was the solution of your problem clearly communicated to you?	20	5	3	0	0	4.61	2
If Field Services visited your workstation did they leave a note explaining what was done?	8	1	19				2
Was your problem resolved with your initial contact to DIT Support?	22	5	2				5
Support:							
Dept of Consumer Ind Services 26 Survey(s) Found						
Was the service provided in a timely manner?	16	6	4	0	0	4.46	3
Was the technician knowledgeable?	18	6	1	0	0	4.68	3
Was the problem solved to your satisfaction?	21	3	2	0	0	4.73	1
Was the technician friendly?	19	5	1	0	0	4.72	2
Was the solution of your problem clearly communicated to you? If Field Services visited your workstation did they leave a note	15 8	8 2	3 14	0	0	4.46	3 5
explaining what was done?	20	4					
Was your problem resolved with your initial contact to DIT Support?	20	4	1				4
Dept of Corrections 67 Survey(s) Found						
Was the service provided in a timely manner?	49	9	4	3	1	4.55	7
Was the technician knowledgeable?	50	7	5	0	0	4.73	7
Was the problem solved to your satisfaction?	56	5	2	1	1	4.75	3
Was the technician friendly?	53	6	3	0	0	4.81	8
Was the solution of your problem clearly communicated to you?	50	9	2	2	0	4.70	5
If Field Services visited your workstation did they leave a note explaining what was done?	16	4	44				2
Was your problem resolved with your initial contact to DIT Support?	50	8	9				6
Dept of Education 22 Survey(s			_		٠		_
Was the service provided in a timely manner?	19	1	1	0	1	4.68	1
Was the problem solved to your satisfaction?	19 20	1	1	0	0	4.86	1
Was the problem solved to your satisfaction? Was the technician friendly?	20 21	0	0	1 0	0	4.86 5.00	1 1
Was the solution of your problem clearly communicated to you?	20	0	0	1	0	5.00 4.86	2
If Field Services visited your workstation did they leave a note	20 15	0	7	1	U	7.00	0
explaining what was done?							,
Was your problem resolved with your initial contact to DIT Support?	18	3	1				2

	Very Good (5)	Good (4)	Average (3)	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Organization / Agency	Yes	No	N/A				
Dept of Environmental Quality 21 Survey	(s) Found						
Was the service provided in a timely manner?	18	2	1	0	0	4.81	0
Was the technician knowledgeable?	17	3	0	0	0	4.85	1
Was the problem solved to your satisfaction?	16	4	0	0	1	4.62	1
Was the technician friendly?	16	4	0	0	0	4.80	1
Was the solution of your problem clearly communicated to you?	16	4	0	0	0	4.80	1
If Field Services visited your workstation did they leave a note explaining what was done?	2	0	19				0
Was your problem resolved with your initial contact to DIT Support?	19	2	0				0
Dept of Hist Art and Libraries 2 Survey	(s) Found						
Was the service provided in a timely manner?	0	0	0	2	0	2.00	2
Was the technician knowledgeable?							0
Was the problem solved to your satisfaction?	0	0	2	0	0	3.00	2
Was the technician friendly?							0
Was the solution of your problem clearly communicated to you?							0
If Field Services visited your workstation did they leave a note explaining what was done?							0
Was your problem resolved with your initial contact to DIT							0
Support?							
Dept of Management & Budget 24 Survey	(s) Found						
Was the service provided in a timely manner?	13	5	1	2	1	4.23	3
Was the technician knowledgeable?	13	5	2	0	0	4.55	3
Was the problem solved to your satisfaction?	15	5	1	1	0	4.55	1
Was the technician friendly?	16	3	1	0	0	4.75	3
Was the solution of your problem clearly communicated to you?	15	3	2	2	0	4.41	0
If Field Services visited your workstation did they leave a note explaining what was done?	2	1	17				2
Was your problem resolved with your initial contact to DIT	13	5	3				5
Support?							
Dept of Military and Veterans 2 Survey	(s) Found						
Was the service provided in a timely manner?	2	0	0	0	0	5.00	0
Was the technician knowledgeable?	2	0	0	0	0	5.00	0
Was the problem solved to your satisfaction?	2	0	0	0	0	5.00	0
Was the technician friendly?	2	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you? If Field Services visited your workstation did they leave a note	2 1	0	0 1	0	0	5.00	0
explaining what was done?	2	0	0				0
Was your problem resolved with your initial contact to DIT Support?	2	0	0				0
Dept of Natural Resources 13 Survey	(s) Found						
Was the service provided in a timely manner?	10	1	2	0	0	4.62	3
Was the technician knowledgeable?	11	2	0	0	0	4.85	2
Was the problem solved to your satisfaction?	10	2	1	0	0	4.69	0
Was the technician friendly?	13	0	0	0	0	5.00	1
Was the solution of your problem clearly communicated to you?	11	1	0	0	0	4.92	1
If Field Services visited your workstation did they leave a note explaining what was done?	4	0	9				1
Was your problem resolved with your initial contact to DIT Support?	9	2	2				0

Page		Very Good (5)	Good (4)	Average (3)	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Was the service provided in a timely manner?	Organization / Agency							
Was the technician knowledgeeble? 13 2 3 0 1 4.37 2 Was the tochnician risently? 17 1 1 0 0 4.84 0 Was the solution of your problem clearly communicated to you? 13 2 1 1 1 4.39 1 If Field Services visited your workstation did they leave a note 4 5 9 5 5 Was your problem tearly communicated to DT 10 7 3 0 0 4.84 1 Support? Image: Communicated to your statistic of the state of the	Dept of State 20 Survey	(s) Found						
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Was the technician friendly? 17 1 1 0 0 4.84 0 was the solution of your problem clearly communicated to you? 13 2 1 1 4.39 1 Was the solution of your problem resolved with your initial contact to DIT 10 7 3 3 5 5 Support? Support of Transportation 19 Survey(s) Found Support of Transportation 19 Survey(s) Found Support of Transportation 19 Survey(s) Found Support of Transportation 4.84 1 Was the service provided in a timely manner? 16 3 0 0 0 4.84 1 Was the technician knowledgeable? 16 3 0 0 0 4.84 1 Was the technician knowledgeable? 17 2 0 0 0 4.84 1 Was the technician knowledgeable? 11 4 4 4 4 9 4 8 9 4 8 9 4 1 1 1 1 4	Was the technician knowledgeable?	13	2	3	0	1	4.37	2
Was the solution of your problem clearly communicated to you? 1 1 1 1 4.39 1 1 1 1 4.39 1 1 1 1 4.39 1 1 1 1 1 4.39 1 1 1 1 1 4.39 1 1 1 1 1 4.39 1 1 1 1 1 4.39 1 1 1 1 1 4.39 1 1 1 1 1 4.39 1 1 1 1 4.39 1 1 1 1 4.39 1 1 1 1 4.39 1 1 1 1 4.39 1 1 1 1 4.39 1 1 1 1 1 1 1 1 1	Was the problem solved to your satisfaction?	14	1	1	0	3	4.21	3
IF-feld Services visited your workstation did they leave a note explaining what was dume."								
Page					1	1	4.39	
Support Supp	explaining what was done?							
Was the service provided in a timely manner?		10	7	3				5
Was the service provided in a timely manner?	Dept of Transportation 19 Survey	(s) Found						
Was the technician knowledgeable?			3	0	0	0	4 84	1
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	•	3	0	0				0

	Very Good (5)	Good (4)	Average (3)	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Organization / Agency	Yes	No	N/A				
Michigan State Police 6 Survey	y(s) Found						
Was the service provided in a timely manner?	2	1	1	1	0	3.80	2
Was the technician knowledgeable?	2	3	0	0	0	4.40	1
Was the problem solved to your satisfaction?	3	2	0	0	0	4.60	1
Was the technician friendly?	4	1	0	0	0	4.80	1
Was the solution of your problem clearly communicated to you?	3	1	0	0	0	4.75	1
If Field Services visited your workstation did they leave a note	2	1	3				0
explaining what was done?							
Was your problem resolved with your initial contact to DIT Support?	4	1	0				1
(No Organization Specified) 1 Survey	y(s) Found						
Was the service provided in a timely manner?	1	0	0	0	0	5.00	0
Was the technician knowledgeable?	1	0	0	0	0	5.00	0
Was the problem solved to your satisfaction?	1	0	0	0	0	5.00	0
Was the technician friendly?	1	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	1	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note	0	0	1				0
explaining what was done?							
Was your problem resolved with your initial contact to DIT	1	0	0				0
Support?							
Grand Totals 500 Survey(s	s) Found						
Was the service provided in a timely manner?	334	83	41	20	15	4.42	62
Was the technician knowledgeable?	336	92	31	4	2	4.63	51
Was the problem solved to your satisfaction?	365	74	22	15	12	4.57	42
Was the technician friendly?	382	60	16	2	4	4.75	49
Was the solution of your problem clearly communicated to you?	318	94	37	11	11	4.48	38
If Field Services visited your workstation did they leave a note explaining what was done?	101	25	347				24
Was your problem resolved with your initial contact to DIT	316	109	63				52
Support?							
Survey Summary Information							
Waiting Responded Processed	<u>Expired</u>						
0 500 0	2,845		Total	: 3,345			

SurveyB	yOrganiza	tionV85.rpt
Rundate	2/3/2004	11:54:57AM

Percent Responded / Processed - 14.95 %